

## POSITION POSTING

<b>FUNCTIONAL TITLE</b>	Information Center Operator
<b>LOCATION</b>	Massachusetts Teachers' Retirement System (MTRS) One Charles Park, Cambridge MA 02142
<b>JOB GROUP</b>	Level 12
<b>STARTING SALARY</b>	\$28,000 -\$30,000
<b>APPLICATION DEADLINE</b>	November 29, 2006

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### GENERAL STATEMENT OF DUTIES

Reporting to the Director of Human Resources and Administrative Services, the Information Center Operator is responsible for providing all aspects of administrative support services to the MTRS's 80-member staff as well as performing front-desk receptionist duties. The Information Center Operator works with the Administrative Services team and will:

- Perform front-desk receptionist duties, including answering and directing incoming phone calls, greeting visitors in a polite and professional manner; and, notifying staff members of appointment arrivals and package deliveries in a timely and courteous manner
- Open, sort, date-stamp and distribute all incoming mail
- Process and meter all outgoing mail
- Coordinate the preparation of large-volume mailings as far as postage metering and scheduling pick-up by the post office
- Create and monitor monthly reports of incoming phone calls and customer service e-mails
- Screen and distribute incoming customer service e-mails and correspondence
- Track and organize more than 140,000 files of active and retired members via the agency's Filetracker system, as well as generate reports from the system, as necessary
- Enter data in the agency's Integrated Retirement Processing Tracking (IRPT) system to record incoming applications and documents
- Train new Information Center Operators, as requested
- As needed, serve as the liaison to the agency's phone, office equipment and postage meter providers to arrange service and troubleshoot issues
- Provide friendly, efficient and professional office support services as determined by the Director of Administrative Services
- Fully participate in all group meetings and training programs
- Participate in all agency projects and assist other units as needed
- Perform other duties as assigned by the Director of Human Resources and Administrative Services

### REQUIRED QUALIFICATIONS:

- High school diploma or equivalent
- Ability to communicate effectively and professionally with the public
- Excellent written and verbal communication skills.
- General knowledge of services provided by the agency and reasonable knowledge of basic functions of agency in order to better assist callers and walk-ins concerning direct deposit, tax withholding, downloadable forms and address change procedures
- Ability to understand retirement laws and regulations
- Ability to follow instructions and function both independently and as a member of a team
- Ability to maintain harmonious relationships with the membership, employers, members of the public and MTRS staff
- Must be flexible and able to handle a multitude of tasks
- Commitment to competent, compassionate and quality service at all times
- Experience with Microsoft Word, Excel and Access preferred but not required.
- Ability to file, collate and operate office equipment

All interested applicants must submit a letter of application and a résumé to Rochelle Mosley, Director of Human Resources and Administrative Services, Massachusetts Teachers' Retirement System, One Charles Park, Cambridge, MA 02142-1206, no later than November 29, 2006.